

User Experience Research for Federal Student Aid



Project Title	User Experience Research for Federal Student Aid
Project Summary	Are you passionate about user-centered design and education? Federal Student Aid is looking for interns to conduct in-person and remote usability testing to improve our digital products. Make recommendations and reports that will impact millions of users!
Country	United States

Project Description

Work with the Federal Student Aid (FSA) design team to improve the customer experience for millions of parents, students, and borrowers!

Through our NextGen initiative, we're consolidating dozens of websites, mobile applications, contact centers, and more to deliver a simplified, consistent, and engaging user experience. We're looking for your help to make sure every design and development decision is human-centered along the way.

As a VSFS intern, you'll work with us to:

- Collect user input and conduct usability testing
- Do guerilla testing of early prototypes
- Run in-person usability tests to see how users interact with websites and mobile apps
- Use online tools to conduct remote usability testing
- Develop and help deploy user surveys
- Create usability reports, and make recommendations based on your findings
- Participate in design reviews
- Be an advocate for our customers and help us meet their needs

Required Skills or Interests

Skill(s)

Design thinking

Research

Survey / polling design

Website design

Additional Information

Each year, Federal Student Aid provides more than \$120 billion in grants, loans, and work-studies to over 12 million students. If you're passionate about user-centered design and education, this is a great opportunity to apply your UX research skills for millions of our users.

Language Requirements

None